

**CITY OF ASHEVILLE, NORTH CAROLINA  
CLASS SPECIFICATION**

**ADMINISTRATIVE SERVICES MANAGER  
VARIOUS DEPARTMENTS**

**GENERAL STATEMENT OF DUTIES**

Performs a variety of complex administrative and analytical work serving as a program assistant to a department director.

**DISTINGUISHING FEATURES OF THE CLASS**

An employee in this class performs a variety of administrative and analytical work developing, implementing and/or supervising programmatic activities in a City department. Work involves collecting and analyzing data, preparing reports and presentations, and developing recommendations for plans, policies or procedures. Responsibilities may include managing departmental programs, developing and conducting staff training, supervising departmental personnel assigned to specific programs, and/or assuming all developmental and administrative responsibilities required for special projects. Employee is expected to have or develop expertise in one or more issues or topics pertinent to operations of the assigned department, and to be able to develop recommendations based on research and analysis. Employee must exercise considerable initiative, creativity and analytical judgment in examining a myriad of factors involved in various work projects. Work is performed under broadly outlined objectives and limited supervision of a department head, and is evaluated based on progress toward departmental goals and objectives as determined through conferences, observation and review of reports and activities.

**ILLUSTRATIVE EXAMPLES OF WORK**

**ESSENTIAL JOB FUNCTIONS**

Conducts simple and in-depth research on assigned topics in preparation of reports and/or recommendations for action by department director, City management, or elected officials; gathers and analyzes statistical, historical, financial and other data through examination of various publications, literature or other documentation, and/or interviews and surveys of expert sources.

Composes memorandums, correspondence, reports, plans of action, etc., in response to research assignments; prepares graphs, charts, maps, etc., to illustrate reports and recommendations; makes oral presentations to explain analysis of data and recommendations, and responds to inquiries.

Plans and develops curriculum for staff training programs; schedules sequence of classroom instruction, demonstrations, speakers, etc., as appropriate; compiles or composes background or supplementary training materials for course work, ordering books and materials as necessary, and coordinates distribution or loan of materials; contacts and schedules lectures by outside experts, coordinating availability of necessary materials and equipment, as appropriate.

Researches, coordinates and prepares grant proposals for available government or private funding for various programs and projects; administers grant appropriations, maintaining records and preparing reports for submission as required by funding authorities; maintains files of grant sources and supporting data.

Coordinates and participates in development of Department budget proposals, and oversees development of financial reports and records.

Assigns, directs and supervises activities of personnel assigned for specific projects or ongoing operations, ensuring adherence to established policies, procedures and standards; assists and advises subordinates, as necessary, resolving problems as non-routine situations arise.

Performs administrative duties and compiles data for special projects or reports, as assigned, ensuring completion by specified deadlines and in accordance with outlined goals and objectives.

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Answers inquiries from media representatives and/or the general public, providing information based on detailed knowledge of Department programs and activities; may refer media representatives or pose their inquiries to proper officials; provides such information to media or public as appropriate or otherwise required in accordance with state open records laws.

Receives and investigates complaints pertaining to conduct of Department personnel, programs, procedures, etc., interviewing various parties and reviewing records, and preparing verbal and/or written responses and recommendations, as appropriate; prepares reports for supervisor, as requested or otherwise deemed appropriate.

Participates in administration of routine personnel matters affecting Department personnel, including recruiting, interviewing, hiring, scheduling, granting leave, appraising and recommending discipline.

Assumes duties of supervisor in his or her absence, ensuring adherence to established policies procedures and standards.

### **ADDITIONAL JOB FUNCTIONS**

Attends conferences, seminars, workshops, classes, lectures, etc., as appropriate, and reviews professional literature and/or legislation to enhance and maintain knowledge of trends and developments in fields pertinent to operations of assigned department and/or programs.

Performs other work as required.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Thorough knowledge of the policies, procedures, practices, and organization of the department of assignment.

Considerable knowledge of the principles, practices, procedures and philosophies of public administration.

Considerable knowledge of standard research techniques, methods and procedures.

Considerable knowledge of municipal government organization and function.

Considerable knowledge of one or more specific public policy areas or issues.

Considerable knowledge of the principles and techniques of adult education as applicable to an in-service training program.

Considerable knowledge of the financing sources and programs available through public and private funding agencies, and of the requirements and standards for obtaining and retaining grant-funded programs.

Considerable knowledge of modern office practices and procedures.

Skill in collection, analysis and presentation of statistical and technical data.

Skill in effectively expressing ideas orally and in writing.

Skill in the use of common office machines, including popular computer-driven word processing, spreadsheet and file maintenance programs.

Ability to organize and conduct research and planning studies and to formulate recommendations based on such research.

Ability to analyze and interpret policy and procedure, and to resolve problems and questions.

Ability to assign, direct, supervise and evaluate the activities of subordinate personnel.

Ability to organize work flow and coordinate activities.

Ability to modify work procedures, methods and processes to improve efficiency.

Ability to establish and maintain complex records and files.

Ability to work in a consulting capacity, provide leadership and generate trust in contact with public officials at a variety of levels of authority and influence.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

### **MINIMUM TRAINING AND EXPERIENCE**

Master's degree in public administration, business administration, finance, or a related field, and 6 to 9 years of progressively responsible policy or program administration work, preferably in the public

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sector; and/or any equivalent combination of training and experience required to perform the essential position functions.

### COMPETENCIES

**Technical Competency:** Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

**Interpersonal Competency:** Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

**Intellectual Competency:** Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

**Customer Service:** Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

**Physical Skills:** Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 21  
Exempt